



Virginia Social Services System Strategic Planning Steering Committee

Meeting Minutes April 27, 2005 10:00 a.m. to 1:00 p.m. Home Office & Video Conference Locations

Attendees: Members - Commissioner Conyers, Mark Johnson, Cookie Roberts, Donna Douglas, Vicky Collins, Dana Paige, Diana Hutchens, Jane Conroy, Julie Christopher, Ray Goodwin, Jack Frazier, Carolynne Stevens, Harry Sutton, David Mitchell, Connie White for Nick Young, Phyllis Sisk, Clarence Baker
Staff – Margaret Schultze, Marcella Williamson
Facilitator – John Wheatley
Scribe – Jeanine LaBrenz
Video Conference Link Facilitator – Carol Marion

I. Call to Order, Introductions

John Wheatley called the meeting to order at 10:07 and relayed regrets from Dottie Wells, Valerie Cuffee, Vickie Johnson-Scott, Gordon Ragland and Duke Storen.

II. Minutes

John asked for approval of the March Minutes. The Minutes were approved.

III. Review Action Items List

Item 66: Clarence Baker: Present to the Steering Committee for approval, the GOAL 7 Committee Membership and GOAL Plan.

Clarence reported on the revised membership list for the Goal 7 Committee. With the addition of members from Benefit Programs, Family Services, Licensing, and Quality Management, the membership was approved by the Committee.

Clarence presented revisions to the Goal 7 Plan, after discussion it was decided that further work on the Goal is required. John suggested that a work group with some representation from the Steering Committee be convened to complete this task. The work group will be tasked with:

- ♦ Determining realistic objectives based on resources and time available
- ♦ Reviewing Local work in this area to see if we can use it and/or tie to it.

- ♦ Assure tie to Performance Indicators
- ♦ Assure tie to other six goals
- ♦ Assure that ALL competencies and positions are clearly tied to mission, vision and goals of the organization

This item remains open and an additional action item was created for Clarence Baker and John Wheatley

Item 86: Mark Johnson: Chair a group to plan a statewide EVENT to kick-off the VSSS Strategic Plan.

Mark Johnson reported that Plan kick off EVENT will start with the VLSSE Conference in May. This will be followed by proposed regional visits by the Commissioner, Steering Committee members and CAP representatives. Marcella presented a packet that will be sent to members of the system. Item Open

Item 88: John Wheatley: When direction from the Department of Planning and Budget is issued, review and determine impact on the current Strategic Plan and how the process will come together.

Item deferred until final direction is received from DPB. Item Open

Item 89: John Wheatley: Determine the manner in which we will solicit input from the local departments when plans are being developed.

Defer until the input from the Plan Survey is completed. Item Open

Item 90: John Wheatley: Develop survey to collect data about all current plans used. This information will be presented at the next meeting. It will include information about the necessity of the plan.

John is continuing to work on getting a complete picture of the planning process within the VSSS. Item Open

Item 91: Donna Douglas: Present Leadership Development section of Goal 2 work plan to the steering committee for approval.

Donna delivered a proposal to incorporate Leadership Development into Goal 2. The proposal was approved by the Committee. Item Closed

Item 92: Marcella Williamson: Review the placement of the Strategic Planning web pages on the public web site to make it more prominent.

Marcella reported that the Site has been moved to the Left Rail of the First Page of the public site. The Committee approved the move. Item Closed

IV. Progress Reports

GOAL 7: Clarence Baker

Because of plans for a work group review of Goal 7, the Progress Report was deferred.

GOAL 2: Donna Douglas: Progress Report

Donna reviewed the Goal Two Progress Report. Donna presented the updated plan, progress against the plan, and focused on challenges:

- ♦ Incomplete data to complete balanced score card and identification of performance indicators and baseline data.
- ♦ Uncertainty around IT support (database/web based application). What is role of State IT/VITA performance management tracking system?
- ♦ Uncertainty around local and state support and implementation. How does it all fit together?
- ♦ Need State Strategic Planning Steering Committee “interteam” planning around such efforts as BPR, PPEA, State IT, Goal 2 and VITA.
- ♦ Uncertainty around tying performance to funding: Need to link performance-based budgeting indicators/ outcomes in Goal 6 to overall performance management process. How does the DPB effort fit into our Plan? Donna noted that “new” performance measures from DPB could appear to localities that we have not been open and honest about our process. This could have a negative impact on our success.

As a result of evaluating these challenges, the Goal 2 Committee presented four recommendations to the Committee:

- ♦ Recommend deferring Balanced Score Card (BSC) implementation until all divisions have submitted information.
- ♦ Recommend deferring task 2.1.2, Tying performance to funding until BPR project is complete and DPB questions have been answered. Workgroup will include members from State HR, VLSSE, CAP, Goal 7, VCU/VISSTA and Private organizations.
- ♦ Recommend State DSS apply for US Senate Productivity and Quality Assurance Review during FY 06 cycle to determine strengths and opportunities for improvement regarding continuous quality improvement.
- ♦ Recommend establishing a training subgroup to link Goal 2 task 3 with 7.2 of goal 7. Leadership training. Develop work plan and roll out plan in early fall of 2005.

This report generated group discussion about the relevance of the Plan to our mission, commitment to its completion, and implementation, and varying views on how to rededicate and reinvigorate the group. Many differing and honest views were expressed and Julie Christopher applauded the group for their willingness to risk being honest, especially with new leadership at the table. Discussion ended with consensus that the System Plan is worth pursuing and the intention of planning a retreat to re-group, evaluate progress, and decide on the road ahead. A major goal will be to assure that all Goal Plans are linked and include ties to local initiatives currently underway.

The Committee approved all four of the Goal Two Committee’s Recommendations. This implies the need for a commitment of resources to apply for the US Senate Productivity and Quality Assurance Review. No Action Item was raised for this task, but the need for one should be evaluated by the group.

V. New Business

John reported that Betty McCrary has resigned because of a heavy workload. A letter of appreciation will be drafted and sent. An Action Item was raised to have Mark Johnson consult the League about a replacement. If possible, the Committee would like to have someone from the same geographic area.

Ray Goodwin reported that the Goal 3 committee is working with Gartner on an IT customer satisfaction survey in preparation for work on the Integrated System.

VI. Adjourn

The meeting adjourned at 1:10 p.m. The next meeting is to be determined. Goal 3 and Goal 4 progress reports will be presented at the next meeting and there will be an update on Goal7.